

Meter Exchange Email Storyboard

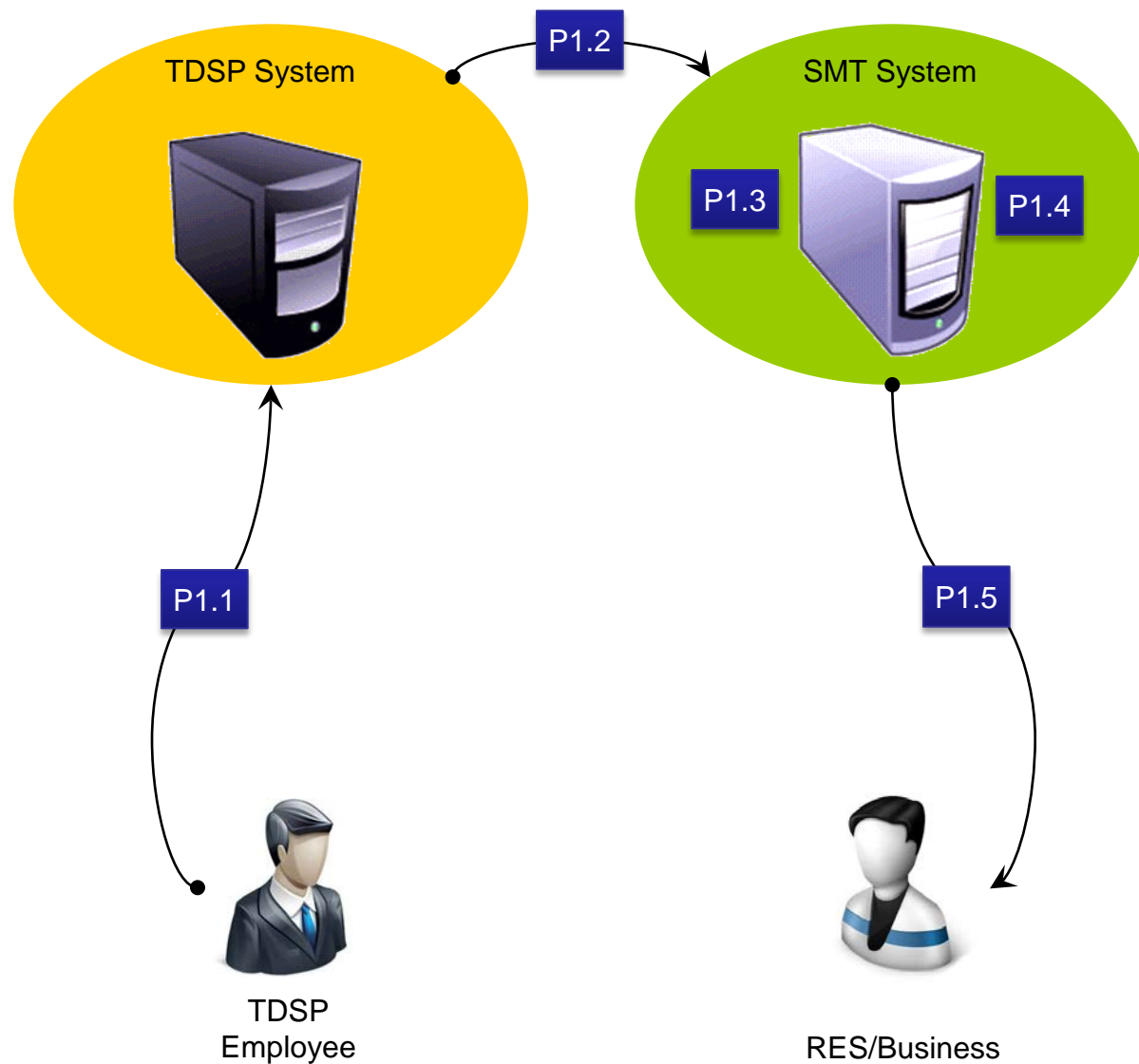
Smart Meter Texas Release 4.0 Requirements

July 13, 2012

Scope

The scope of this storyboard is **CR009** (Email Sent for HAN Device Meter Exchange). This new capability will allow SMT to send a notification email to the customer after a new meter replaces an existing ESIIID and SMT has checked web account for HAN devices

Meter Exchange Email Process



Storyboard Process

- P1.1** TDSP Employee performs a meter exchange at the customers premise and executes TDSP meter exchange process (Meter Exchange)
- P1.2** TDSP system sends SMT an update in the Meter Master file (Meter Exchange)
- P1.3** While processing the Meter Master file, SMT detects that the meter number for an ESIID has changed (Meter Exchange)
- P1.4** SMT queries the ESIID to see if there are active HAN devices associated with it (Meter Exchange)
- P1.5** If yes, SMT sends a Meter Exchange email to the customer email address of the account (Meter Exchange)

Meter Exchange Email Storyboard

P1.5 If yes, SMT sends a Meter Exchange email to the customer email address of the account

Smart Meter Texas – Your Electric Meter has been Exchanged

SMTAdmin

to: James J Cochran

04/04/2012 04:44 PM

[Hide Details](#)

From:

SMTAdmin@smartmetertexas.com

To:

James J Cochran/Kansas City/IBM@IBMUS

SMART METER
TEXAS™

A very **smart way** for Texans
to **manage** electricity!

Your electric company has exchanged your meter.
Please validate that your energy management devices
are functioning properly.

The meter with ESID#: 8888988882983404378 has been exchanged for a new meter.

Please check the energy management devices are connected to your meter to verify that they are working properly.

If your energy management are not working and you cannot get the device(s) to reconnect with the meter, contact your electric company for assistance.

Regards,
Smart Meter Texas Team

Want to learn more about what Smart Meter Texas can do for you? Click [here](#) to watch a demo.

Have a question about Smart Meter Texas? Click [here](#) to view our FAQs.

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This is placeholder content. The actual content will be tuned to the end to end process and the HAN support model